

# CLINICAL KNOWLEDGE AND SKILLS

Topic: Substance Abuse

What are 3 ways we can improve knowledge/skills in this area?

1. Education on substance abuse problem and recognize opportunity for community intervention
2. Provide resources for free Nalcan supplied local health dept v. state
3. Discuss examples of Suboxone programs and how to set-up/operate the program

What is most feasible and why?

Education + resources

# CLINICAL KNOWLEDGE AND SKILLS

Topic: Substance abuse

What are 3 ways we can improve knowledge/skills in this area?

- ~~1. quality control of training providers.~~  
Check state websites for requirements + guidelines (prescription monitoring program)
- ~~2. quality control of trainees.~~  
annual opioid training - limit quantity prescribed (patient visits multiple clinics - challenge)
3. how to handle patients with substance abuse - training + education

What is most feasible and why?

- Substance abuse training + education
- create standards for consistency and metrics to track impact
  - protocols for substance abuse
  - awareness of which drugs are being abused

# CLINICAL URGENT CARE QUALITY

Topic: Antibiotic Stewardship.

What are 3 projects to improve quality of care in this area?

1. Diagnostics -  
using appropriately.
2. OTC treatment plan.  
Checklist of safe medications  
Handout for patients.  
(Sample from Intermountain)
3. Best Practices.  
- making pt. feel valuable, addressing concerns  
even if not giving abx prescription.  
Data driven analysis.

What is most feasible and why?

Care pathways, OTC treatment plan.

# CLINICAL KNOWLEDGE AND SKILLS

Topic:

What are 3 ways we can improve knowledge/skills in this area?

1. Assessment of Knowledge gaps in physicians/Apps
  - self assessment
  - external/formal testing
2. Changing assistance/EMR prompting (Medical Assistants, Registered Nurses)
  - pregnancy
  - PMAx highlights.
3. Interactive hands on training.
  - shift thinking about patient care
  - Reiterating non-incentivization the faster the exam or discharge the more \$\$\$ the clinician makes or RVU obtained.

What is most feasible and why?

~~MC Best practice~~

Best practice position statement on  
Self SWABS vs. Physical exam

Access <sup>denial</sup>  $\frac{\text{Confidentiality}}{n}$   $\bar{c}$  women health

# CLINICAL KNOWLEDGE AND SKILLS

Topic: Primary Care and Urgent Care

What are 3 ways we can improve knowledge/skills in this area?

1. Assess if we should be doing primary care at all? Assess the opportunity and potential pitfalls
2. What is the true need to increase primary care opportunity
3. Analyze financial and staffing considerations to providing primary care

What is most feasible and why?

Need to truly assess need with data to support it and which primary care in urgent care

# CLINICAL KNOWLEDGE AND SKILLS

Topic: ~~Clinical~~ Primary Care in Urgent Care.

What are 3 ways we can improve knowledge/skills in this area?

- Abnormal Vital Signs → Capture it → Peer Pressure → Bonusing it.
1. HTN is a big focus  
DM is an important focus } Identifying complications  
Emailing weekly about topics that are urgent care related.  
Educational resources such as UpToDate.
  2. Diagnosing for COPD, Asthma.
    - Proper medication management
    - Appropriate referrals to Pulmonary, etc.
  3. Depression Screening
    - Continuity/Follow-up needs to be maintained & is critical for the success of this ~~set~~ primary care issue or other primary care issue.

What is most feasible and why?

- Very tough to make this happen because we have made it too easy to practice episodic care without any accountability for chronic care.
- Primary Care Screening services such as Colonoscopy, etc. are tough to do in UC.

# CLINICAL KNOWLEDGE AND SKILLS

Topic: Procedural skills

What are 3 ways we can improve knowledge/skills in this area?

1. Onboarding assessment  
identify what's not known.
2. Standardization of skill requirements
  - non punitive
  - exposure
3. Continued training + education
  - \* UCA supported
  - esp important for small organizations
  - accrediting

What is most feasible and why?

educational support on performance improvement

\* → should we offer discounts on educational programs to smaller organizations



## CLINICAL KNOWLEDGE AND SKILLS

Topic:

What are 3 ways we can improve knowledge/skills in this area?

1. • Onboarding workshops to confirm competencies.
  - Privilege Sign Off
2. • Reassessments / Competency Annual Basis.
  - Mentorship Programs → Buddy System
3. • Agreed upon scope of highly used / needed skills. as mandated requirement.

What is most feasible and why?

- Better definition of procedures?
  - Is xray a procedure.
  - Is Ekg a procedure

# CLINICAL KNOWLEDGE AND SKILLS

Topic: Virtual Urgent Care

What are 3 ways we can improve knowledge/skills in this area?

1. filters on what is appropriate vs not → establish a list, pt enters complaint may or may not be able to be seen virtually
2. Utilize virtual platforms as a tool for infection prevention + market as such
3. setting standard training add ons for virtual providers

What is most feasible and why?

✓ UCA survey to see what is currently happening in the virtual space (what seen | not seen) then share in group - maybe leading to guidelines?